

February 2002

San Francisco City & County Transportation Resource Guide

Prepared for

Metropolitan Transportation Commission
101 Eighth Street
Oakland, California 94607

By RIDES for Bay Area Commuters, Inc.

San Francisco City & County Transportation Resource Guide

Table of Contents

About This Guide.....	3
TravInfo®	4
TakeTransit Trip Planner SM	5
Quick Transportation Contacts	6
Transit Overview.....	8
Bus Services..... (AC Transit, Golden Gate Transit, Muni, SamTrans)	10
BART	18
Connecting Services to/from BART	20
(public transit, paratransit and shuttles)	
Caltrain	22
Paratransit Services	24
(East Bay Paratransit, Redi-Wheels, SF Paratransit Broker, Whistlestop Wheels)	
Ferry Services	27
(Alameda/Oakland Ferry, Alameda Harbor Bay Ferry, Golden Gate Ferry, Vallejo Baylink Ferry)	
Long-distance Services.....	32
(Amtrak, Greyhound)	
Automobile Transportation Services.....	33

Carpool and Vanpool Services	34
Park & Ride Lots.....	35
High Occupancy Vehicle Lanes (Diamond Lanes).....	35
Bicycle Commuting Services	36

Table of Contents (continued)

Children’s Transportation Services.....	38
Taxi Services	39
Airport Transportation Services.....	39
Subsidy and Incentive Programs.....	40
Key Destinations Guide for Welfare to Work Locations.....	41
Bay Area Transit Map.....	appendix i

About This Guide

The *San Francisco City & County Transportation Resource Guide* is intended for use by staff members at human services, career centers and community-based organizations who provide direct assistance to welfare to work participants. This guide is not intended to replace schedules and route maps available from individual transit agencies. This guide gives welfare to work participants and their advisors a general idea of what kinds of options are available and how to get more information about them.

This guide contains several types of transportation information:

1. **TravInfo®** - information about how to use this useful transportation number.
2. **TakeTransit Trip PlannerSM** - information about how to use this new online trip planning tool.
3. **Quick Transportation Contacts** - lists all San Francisco transit operators and non-transit transportation services' phone numbers and Web sites.
4. **Transit** - detailed information about buses, trains, paratransit and ferry services operating in or near San Francisco.
5. **Non-transit transportation** - information about driving, carpooling, vanpooling, Park & Ride lots, High Occupancy Vehicle lanes, bicycling, children's transportation, taxis, airport and subsidy/incentive programs.
6. **Key Destinations Guide** - lists bus routes serving San Francisco's Human Services offices, one-stop career centers, community colleges, adult schools and related sites.
7. **Bay Area Transit Map** - full color.

The information in this resource guide is subject to change. If you have information changes or updates, please call RIDES for Bay Area Commuters at 510-893-7665 and ask for the Jobs Access Coordinator.

More copies of this guide and future updated versions can be obtained by calling the MTC/ABAG Library at 510-464-7836 or by going to the MTC Web site and downloading copies at www.mtc.ca.gov.

TravInfo-

TravInfo- provides San Francisco Bay Area travelers with a single phone number for current traffic, transit and ridesharing information and operators. TravInfo- is publicly funded, so the service is free.

TravInfo- is available to travelers 24 hours a day, seven days a week and is brought to you by the Metropolitan Transportation Commission. **TTY/TDD: 817-1718**

How to Use TravInfo-

Dial the TravInfo- number, **817-1717**, anywhere in the 408, 415, 510, 650, 707 and 925 area codes. You do not have to dial an area code.

Then select one of the numbered options below:

1. Public transit or paratransit
2. Current traffic conditions
3. Carpooling, vanpooling and Commuter Check-
4. Highway construction updates
5. Parking, bicycling and airport ground transportation
6. Questions, comments or to request more information about TravInfo-
7. Trip planning to Pacific Bell Park

Once you have chosen an option, a recorded menu will provide further numbered prompts.

Information you should have before speaking to a transit operator about planning your trip:

1. Origin address and cross street
2. Destination address and cross street
3. Day of travel
4. Arrival/departure times

Future Changes to TravInfo-

MTC is currently working to transition 817-1717 to a new toll-free number, **511**. It is expected that beginning summer 2002, the public will be able to access TravInfo- information through this new telephone number. There will also be a new toll-free number for TTY/TDD callers to access. Like 411 for information and 911 for emergencies, the new number will only require three-digit dialing.

Additionally, MTC is updating the telephone voice processing system from touch-tone based to an easy-to-use voice recognition system. For example, for a caller interested in transit, paratransit or carpool and vanpool information, instead of dialing codes to reach a particular

operator, a caller will be able to say the name of the agency and will be connected to that service's call center. Organization of information may be slightly affected, but will be easy to navigate once a caller connects to the system.

TakeTransit Trip PlannerSM

The TakeTransit Trip PlannerSM is a new online tool for planning trips on bus, train and ferry. TakeTransitSM currently includes public transit agencies serving primarily Alameda, Contra Costa and San Francisco counties and the San Francisco International Airport. The remaining Bay Area transit agencies will be added in the next 18 months.

How to Use TakeTransit Trip PlannerSM

TakeTransitSM is an automated trip planner accessed online through the Bay Area Transit Information Web site (www.transitinfo.org). To use the trip planner, click on the link, "Use the TakeTransitSM automated transit trip planner." To plan your trip, type in the address, intersection or landmark for both your trip origin and destination. Select a trip time and any trip preferences, such as requesting the fastest or cheapest route and then click on the "Plan your Trip!" button. The system will return an itinerary that includes which transit operator and routes to take, when and where to board, where to transfer, the cost of the trip and the trip's duration. Additional links provide a static schedule of the selected route as well as a detailed map illustrating how to walk to the nearest transit stop or final destination.

The following agencies are currently in the TakeTransitSM system:

AC Transit (Alameda and Contra Costa counties)

BART

County Connection (Contra Costa County)

Emery Go-Round (Emeryville)

Muni (San Francisco)

Union City Transit

Ferry Services:

Alameda/Oakland Ferry

Alameda Harbor Bay Ferry

Angel Island/Tiburon Ferry

Blue & Gold Ferry

Golden Gate Ferry

Vallejo Baylink Ferry

— **Go to www.transitinfo.org and select "Use the TakeTransitSM automated transit trip planner."**

San Francisco Quick Transportation Contacts

For transportation information, go to www.transitinfo.org

Bus Services

AC Transit	510-477-0192	www.actransit.org
Golden Gate Transit	415-455-2000	www.goldengatetransit.org
Greyhound	800-231-2222	www.greyhound.com
Muni	415-673-MUNI	www.sfmuni.com
SamTrans	800-660-4287	www.samtrans.com

BART

415-989-2278 www.bart.gov

Trains

Amtrak	800-872-7245	www.amtrak.com
Caltrain	800-660-4287	www.caltrain.com

Paratransit Services

East Bay Paratransit	510-287-5040	TDD 510-287-5065
Redi-Wheels	650-508-6241	TDD 650-508-6448
SF Paratransit Broker	415-351-7000	TDD 415-351-3942
Whistlestop Wheels	800-454-0964	TDD 800-735-2929

Ferry Services

Alameda/Oakland Ferry	510-522-3300	www.eastbayferry.com
Alameda Harbor Bay Ferry	510-769-5500	www.harborbayferry.com
Golden Gate Ferry	415-923-2000	www.goldengateferry.org
Vallejo Baylink Ferry	707-643-3779	www.baylinkferry.com

Automobile Transportation

Department of Motor Vehicles	415-557-1179	www.dmv.ca.gov TTY/TDD 800-368-4372
Driving Directions*		www.mapquest.com http://maps.yahoo.com
Insurance Quotes*		www.insweb.com

Carpooling & Vanpooling

RIDES for Bay Area Commuters	800-755-POOL	www.rides.org
------------------------------	--------------	--

**RIDES for Bay Area Commuters, Inc. (RIDES) provides these Web site addresses as an informational resource only. RIDES does not certify or guarantee the information or quotes provided at these Web sites. Guide users are advised to screen Web site information or quotes to their personal satisfaction.*

San Francisco Quick Transportation Contacts (continued)

Park & Ride Lots

RIDES for Bay Area Commuters 800-755-POOL www.rides.org

HOV (Diamond) Lanes

RIDES for Bay Area Commuters 800-755-POOL www.rides.org

Bicycle Services

BART Bicycle Parking 415-464-7133 www.bart.gov

Caltrain Bicycle Parking 650-508-6350 www.caltrain.com

RIDES for Bay Area Commuters 800-755-POOL www.rides.org

SF Department of Parking & 415-585-BIKE

Traffic – Bicycle Program

TravInfo- Bicycle Information www.transitinfo.org

Children's Transportation

Children's Council of San 415-243-0700 www.childrenscouncil.org

Francisco

Consult your Yellow Pages under "Buses - School Transportation" for the latest information

Taxis

Consult your Yellow Pages under "Taxicabs" for the latest information

Airport Transportation Information

Oakland International 888-I-FLY-OAK www.oaklandairport.com

San Francisco International 800-SFO-2008 www.sfoairport.com

San Jose International 408-277-4759 www.sjc.org

Subsidy and Incentive Programs

Commuter Check_ 800-559-7909

Regional Transit Discount Card www.transitinfo.org

San Francisco Transit Overview

The following public transit services are available to San Francisco residents.

- Go to www.transitinfo.org for more transit information.

AC Transit page 10

Provides local service in west Alameda and Contra Costa counties (Richmond/El Sobrante in the north to Fremont in the south) and transbay commuter service to San Francisco.

Intercounty services (only routes that directly serve San Francisco residents included):

- AC Transit has 36 transbay routes between San Francisco and the East Bay

Alameda/Oakland Ferry page 27

Provides ferry service between Alameda, Oakland and San Francisco. Also provides seasonal service to Angel Island and Pacific Bell Park.

Alameda Harbor Bay Ferry page 29

Provides ferry service between Harbor Bay Business and Research Park on Bay Farm Island (Alameda) and San Francisco.

Amtrak page 32

Operates bus service between San Francisco’s Transbay Terminal and East Bay train stations with service throughout California.

BART page 18

Provides rail service in Alameda, Contra Costa, San Francisco and San Mateo counties.

Caltrain page 22

Provides rail service in San Francisco and San Mateo counties.

Golden Gate Ferry page 30

Provides ferry service between Marin and San Francisco counties.

Golden Gate Transit page 12

Provides regional fixed-route bus service in western Contra Costa, Marin, San Francisco and Sonoma counties.

Intercounty services (only routes that directly serve San Francisco residents included):

- Marin Headlands – San Francisco (Route 2)
- Mill Valley – San Francisco (Route 4)
- Tiburon – San Francisco (Routes 8, 10)

- San Anselmo – San Francisco (Route 18)
- Canal – San Francisco (Route 20)
- Lagunitas – San Francisco (Route 24)
- Sleepy Hollow – San Francisco (Route 26)
- San Rafael – San Francisco (Routes 28, 30, 60, 70, 72, 78, 80)
- Peacock Gap – San Francisco (Route 32)

San Francisco Transit Overview (continued)

- Santa Venetia – San Francisco (Route 34)
- Terra Linda – San Francisco (Route 38)
- Lucas Valley – San Francisco (Route 44)
- Novato – San Francisco (Route 48)
- San Marin – San Francisco (Routes 50, 54, 56)
- Rohnert Park – San Francisco (Route 76)
- Sonoma Valley – San Francisco (Route 90)
- Manzanita Park – San Francisco (Route 93)
- Larkspur Ferry – San Francisco (Route 97)

Muni page 14

Provides subway and surface fleet of light-rail vehicles (Metro streetcars), electric trolleys, diesel buses, cable cars and historic streetcars within San Francisco.

Intercounty services:

- John McLaren School – Cow Palace, Daly City (Routes 9, 9AX)
- SF Ferry Building – Mission St. & San Jose Ave., Daly City (Routes 14, 14L, 14X)
- Fort Mason – Daly City BART (Routes 28, 28L)
- 3rd St. & Oakdale – Daly City BART (Route 54)

Other services: ADA Paratransit service within San Francisco (SF Paratransit Broker).

Sam Trans page 16

Provides local bus service in San Mateo County and between San Mateo and San Francisco counties.

Intercounty services (only routes that directly serve San Francisco residents included):

- Pacifica – San Francisco (Route DX)

- Foster City – San Francisco (Route FX)
- Palo Alto – San Francisco (Routes KX, RX, 397)
- San Mateo – San Francisco (Route MX)
- Redwood Shores – San Francisco (Route NX)
- Redwood City – San Francisco (Route PX, 391)
- San Carlos – San Francisco (Route TX)
- Hillsdale S.C. – San Francisco (Route 292)

Vallejo Baylink Ferry page 31

Provides ferry service between Vallejo and San Francisco as well as ferry service to Angel Island.

San Francisco Bus Services

AC Transit

(510) 477-0192 • www.transitinfo.org

- | | |
|----------------------------|--|
| Service area | <ul style="list-style-type: none"> • Provides local service in west Alameda and Contra Costa counties (from Richmond/El Sobrante in the north to Fremont in the south) and transbay commuter service to San Francisco • Transit connections with ACE Train, Alameda/Oakland Ferry, Alameda Harbor Bay Ferry, Amtrak, BART, County Connection, Dumbarton Express, Emery Go-Round, Golden Gate Transit, Muni, SamTrans, Union City Transit, Vallejo Transit, VTA and WestCAT |
| Hours of operation | <ul style="list-style-type: none"> • Monday – Sunday: 5:30 am – midnight • Late night "owl" service: 1 am – 5 am • Hours vary for each bus route • Call above number for more information |
| Operator assistance | <ul style="list-style-type: none"> • Monday – Friday: 7 am – 6 pm • Saturday – Sunday: 9 am – 5 pm • English and Spanish assistance available |
| Fares | <ul style="list-style-type: none"> • Adult local and intercity: \$1.35; 10 rides \$11.50; monthly pass \$49 • Adult basic transbay: \$2.50; 10 rides \$22; monthly pass \$80 • Adult long-distance transbay: \$2.75; 10 rides \$25; monthly pass \$90 • Child (under 5): free, two free per fare-paying adult (beyond two children, child (age 5 – 12) fare applies) |

Transfers

- Child (5 – 12) local and intercity: \$.65; 10 rides \$5.50; monthly pass \$27
- Youth (13 – 17) local and intercity: \$1.35; 10 rides \$5.50; monthly pass \$27
- Disabled/senior (65+) local and intercity: \$.65; 10 rides \$5.50; monthly pass \$13
- BARTPlus ticket with unlimited rides on AC Transit (not including transbay service): \$28 - \$61
- Information on transbay fares for children, youth, disabled and seniors are available, call above number
- \$.25 within AC Transit (AC) system; 10 transfers \$2.50
- *Alameda/Oakland Ferry* does not accept AC transfers; riders transferring to AC use their two-part ferry ticket which includes an AC transfer stub for buses to and from Jack London Square or Alameda/Oakland Ferry Terminal
- *Alameda Harbor Bay Ferry* does not accept AC transfers; riders transferring to AC use their two-part ferry ticket that includes a free transfer stub for buses to and from Alameda Harbor Bay Ferry Terminal

AC Transit (continued)

- *BART* does not accept AC transfers; riders transferring to AC can purchase a two-part AC Transit/BART transfer for \$1.15, good for an AC Transit trip away from BART and AC Transit trip back to BART
- *Golden Gate Transit* (GGT) accepts AC transfer onto GGT Route 40 for a \$1.35 credit on local travel; riders transferring to AC from GGT Route 40 receive free transfer on local travel - only on first bus boarded in East Bay
- *Muni* accepts AC transbay monthly passes with monthly pass upgrade - upgrade is extra \$28, sticker placed on pass (free transfer); AC does not accept Muni transfers
- *SamTrans* no transfer arrangement

Tickets

- Single rides are paid for on the bus
- Tickets and monthly passes can be purchased at:
 - AC Transit, 1600 Franklin St., Oakland, 94612
 - By mail, enclose SASE, check & mail to above address
 - Berkeley TRiP, 2033 Center St., Berkeley
 - Local Albertsons, Longs Drugs and Safeways stores
- Go to www.transitinfo.org for a complete list of retail locations

Printed materials

- Schedules available on all buses
- Also available at:
 - AC Transit, see address above
- Materials available in English, Chinese and Spanish
- Go to www.transitinfo.org for schedules that can be printed

Bike access

- Most buses are equipped with bike racks
- Call above number for more information

Wheelchair access

- Lifts available on all buses

Golden Gate Transit

(415) 455-2000 • www.transitinfo.org

Service area

- Provides daily regional fixed-route bus service in western Contra Costa, Marin, San Francisco and Sonoma counties
- Golden Gate Ferries operate between two locations in Marin and San Francisco counties
- Transit connections with AC Transit, Alameda/Oakland Ferry, Alameda Harbor Bay Ferry, Amtrak, BART, Golden Gate Ferry, Greyhound, Mendocino Transit Authority, Muni, Petaluma Transit, Presidio Shuttle, SamTrans, Santa Rosa CityBus, Sonoma County Transit, Tiburon/Angel Island Ferry, Tiburon/San Francisco Blue & Gold Ferry, Vallejo Baylink Ferry, Vallejo Transit and WestCAT

Hours of operation

- Daily: 5 am – 1 am (basic service routes)
- Hours vary for each bus route
- Call above number for more information

Operator assistance

- Daily: 7 am – 7 pm
- English and limited Spanish assistance available

Fares

- Fares are determined by departure point and distance traveled (fare zones)
- Adult: local Marin County \$1.50 – \$6 (cash fare)
- Child (under 6): free, limit two children per fare-paying adult (beyond two children, youth fare applies)
- Youth (6 – 18): 25% discount off adult cash fare
- Disabled/senior (65+): 50% discount off adult cash fare
- Ride Value Discount tickets program available for frequent riders: 20% discount off adult cash fare
- Call above number for more information

Transfers

- Free within Golden Gate Transit system
- Free between Golden Gate Transit (GGT) and Golden Gate Ferry
- *AC Transit* accepts GGT Route 40 transfers (free) on local travel – only on first bus boarded in East Bay; riders transferring to GGT Route 40 receive a \$1.35 credit on local travel
- *BART* no transfer arrangement
- *Muni* no transfer arrangement; riders transferring to Muni can purchase a Muni Flash Pass Sticker (\$28/month) that provides unlimited rides on Muni, during the calendar month indicated
- *SamTrans* no transfer arrangement

Tickets

- Single rides are paid for on the bus
- Ride Value Discount Ticket Books can be purchased at various locations, call above number for details or go to www.goldengate.org/fareprograms for a complete ticket book vendor list

Golden Gate Transit (continued)

Printed Materials

- Schedules and system maps available on most buses
- Call above number to get free schedules and system maps
- Materials available in English only
- Go to www.transitinfo.org for schedules and system maps that can be printed
- Or go to www.goldengatetransit.org for transit information specialty brochures

Bike access

- Most buses are equipped with bike racks
- Many bus stops have bike racks
- Call above number for more information or to request *Bike to Transit* brochure or go to www.goldengatetransit.org

Wheelchair access

- Lifts available on all buses, but not all stops are accessible
- Call above number for more information or to request *Intercounty Paratransit Handbook* and *Welcome Aboard* or go to www.goldengatetransit.org

Muni

(415) 673-MUNI • www.transitinfo.org

Service area

- Provides San Francisco with a subway and surface fleet of light-rail vehicles (called Metro streetcars), electric trolley buses, diesel buses, cable cars and historic streetcars
- Transit connections to AC Transit, Alameda/Oakland Ferry, Amtrak, BART, Caltrain, Golden Gate Ferry, Golden Gate Transit, Harbor Bay Ferry, Vallejo Ferry and SamTrans

Hours of operation

- Monday – Sunday: nearly 24 hours a day on many lines
- Hours vary for each bus route
- Call above number for more information

Operator assistance

- Saturday – Sunday: 9 am – 5 pm
- English and limited Chinese and Spanish assistance available

Fares

Buses, trolleys and light-rail (Metro streetcars)

- Adult: \$1; monthly pass \$35
- Child (under 5): free, limit two children per fare-paying adult (beyond two children, youth fare applies)
- Youth (5 – 18), disabled and senior (65+): \$.35; monthly pass \$8
- Tokens (all persons): 10 for \$8

Cable Cars

- All persons: \$2
- Disabled/senior (65+): \$2; \$1 from 9 pm – 7 am
- Tokens (all persons): 10 for \$8
- Cable Cars will accept one token plus \$1
- BARTPlus ticket with unlimited rides on Muni: \$28 - \$61
- Other fare options: weekly pass, 1-day, 3- and 7-days Passport and CityPass
- Call above number for more information

Transfers

- Free within Muni system except cable cars
- *AC Transit* does not accept Muni transfers; riders transferring to Muni receive free Muni transfers with a AC Transit Transbay monthly pass with upgrade – upgrade is extra \$28, place sticker on pass
- *Alameda/Oakland Ferry* does not accept Muni transfers; riders transferring to Muni receive free Muni transfers from personnel aboard the ship
- *Alameda Harbor Bay Ferry* does not accept Muni transfers; riders transferring to Muni receive free Muni transfers from personnel aboard the ship
- *BART* does not accept Muni transfers; riders transferring to Muni can purchase a two-part Muni/BART transfer for \$1, good for a Muni trip away from BART and Muni trip back to BART (purchase at Muni transfer machine near add-fare machines in BART)

Muni (continued)

- *Caltrain* accepts Adult Muni Fast Passes for unlimited travel in San Francisco; riders transferring to Caltrain can purchase a Peninsula Pass (\$30) along with their Caltrain ticket which provides unlimited rides on Muni, including cable cars.
- *Golden Gate Transit* no transfer arrangement
- *SamTrans* accepts SamTrans pass with Muni sticker (free)
- *Vallejo Baylink Ferry* does not accept Muni transfers; riders transferring to the Vallejo Baylink Ferry can purchase a Baylink Monthly Pass (\$175) which provides a full month of travel on Muni

Tickets

- Single rides are paid for on the bus, light-rail, trolley, historic streetcars and cable car
- Monthly passes, tokens and other fares can be purchased at:
 - Muni information booths, Powell & Market streets and Hyde & Beach streets
 - Muni Revenue Window, 949 Presidio Avenue, Room 103
 - Online, go to www.sfmuni.com
 - Retail locations, call 415-673-MUNI or go to www.sfmuni.com

Printed materials

- Schedules available on all vehicles
- Also available at:
 - Muni Information Booth at Powell & Market streets
 - By mail, enclose SASE, \$2 check and mail to Muni community Affairs Dept., 949 Presidio Avenue, Room 238, SF 94115
 - Major bookstores in San Francisco
- Some materials available in Chinese and Spanish
- Go to www.transitinfo.org for schedules that can be printed

Bike access

- Buses, light-rail (Metro streetcars), historic streetcars and trolleys
- Bike racks available on most buses, call 415-673-MUNI for information

Cable cars

- Bikes not allowed

Wheelchair access

- Call 415-673-MUNI for accessibility

SamTrans

(800) 660-4287 • www.transitinfo.org

Service Area

- Provides service in San Mateo County
- Also operates bus routes between San Mateo, San Francisco and Santa Clara counties
- Transit connections to AC Transit, BART, Caltrain, Dumbarton Express, Greyhound, Muni, Santa Clara VTA

Hours of operation

- 7 days a week, 24 hours along El Camino Corridor

Operator assistance

- Monday – Friday: 6 am – 10 pm
- Saturday – Sunday: 8 am – 8 pm
- English and Spanish assistance available

Fares

- Adult local: \$1.10; monthly pass \$38
- Adult SF regular and express: \$2.20 – \$3.00; monthly pass \$56 - \$102
- Adult with Muni sticker: \$61 – \$113
- Child local and SF rides (6 and under): free
- Youth local (7 – 17): local \$.75 – \$1.25; monthly pass \$22
- Disabled/senior local (65+): \$.50; monthly pass \$18
- Disabled/senior SF regular and express: \$.50 - \$1.25; monthly pass \$18
- BARTPlus: \$28 – \$61
- Tokens: Adult 10 for \$10; Youth 10 for \$6.75

Transfers

- SamTrans does not offer transfers within its system
- *AC Transit* SamTrans monthly passes are accepted as a local fare credit at shared bus stops
- *BART* does not accept SamTrans transfers; riders with a BART Plus ticket receive a local fare credit on any SamTrans bus
- *Caltrain* does not accept SamTrans transfers; Caltrain riders with monthly tickets valid for two or more zones receive a local fare credit on any regularly-scheduled SamTrans bus
- *Golden Gate Transit* does not accept SamTrans transfers; GGT riders with a SamTrans sticker affixed to a 20-ride ticket book receive a local fare credit on any SamTrans bus
- *Muni* does not accept SamTrans transfers; riders transferring to SamTrans Route 34 may use their Muni transfer as a local credit
- SamTrans Pass with Muni sticker allows unlimited rides on Muni
- BARTPlus allows unlimited use on local SamTrans routes or \$1.10 credit on express SamTrans routes and fixed amount for BART
- Monthly Caltrain Pass allows unlimited rides on SamTrans
- Go to www.transitinfo.org for more transfer information

Sam Trans (continued)

Tickets

- Individual rides can be paid for on the bus
- Tickets and monthly passes can be purchased at:
 - SamTrans, 1250 San Carlos Ave., San Carlos
 - By mail, call 650-508-7921
 - For complete list of retail locations go to www.samtrans.com

Printed materials

- Pocket tables, maps available on buses
- SamTrans, 1250 San Carlos Avenue, San Carlos
- Some materials available in Spanish
- Go to www.transitinfo.org for schedules that can be printed

Bike access

- Bike racks available on all buses

Wheelchair access

- Lifts available on all buses

BART

(415) 989-2278 • www.transitinfo.org

Service area

- Provides rail service in Alameda, Contra Costa, San Francisco and San Mateo counties
- BART service lines:
 - Dublin/Pleasanton to/from San Francisco/Daly City
 - Fremont to/from San Francisco/Daly City
 - Pittsburg/Bay Point to/from Colma
 - Richmond to/from Colma/Daly City
- Transit connections with nearly every transit provider in the Bay Area

Hours of operation

- Monday – Friday: 4 am – 1 am
- Saturday: 6 am – 1 am
- Sunday: 8 am – 1 am
- Prior to traveling in early morning or late night, check BART schedules for the times of the first and last trains at each station

Operator assistance

- Monday – Saturday: 6 am – midnight
- Sunday: 8 am – midnight
- English, Chinese and Spanish assistance available

Fares

- Based on distance traveled
- Adult: one-way \$1.10 – \$4.65; discount tickets \$30 (\$32 value) and \$45 (\$48 value)
- Children (under 5): free
- Children (5 – 12): discount ticket \$4 (\$16 value)
- Disabled/seniors (65+): discount ticket \$4 (\$16 value)
- BARTPlus: \$28 – \$61

Transfers

- No discount on transfers from bus transit to BART
- Transfers fares from BART to bus transit:
 - *AC Transit* BART riders transferring to AC Transit can purchase a two-part AC Transit/BART transfer for \$1.15, good for local travel or use BARTPlus pass for free travel
 - *Alameda/Oakland Ferry* no transfer arrangement
 - *Alameda Harbor Bay Ferry* no transfer arrangement
 - *Caltrain* no transfer arrangement
 - *Golden Gate Transit* no transfer arrangement
 - *Muni* BART riders transferring to Muni can purchase a two-part Muni/BART transfer for \$1
 - *SamTrans* BART riders transferring to SamTrans can purchase a BARTPlus pass for free travel
 - *Vallejo Baylink Ferry* no transfer arrangement
- BARTPlus (\$28 – \$61) tickets allow for unlimited use on local transit and fixed amount for BART (valid for two-week period)
- Call above number for more information

BART (continued)

Tickets

- Individual tickets can be purchased at all stations
- High-value tickets and BARTPlus can be purchased at:
 - Embarcadero, Lake Merritt, Montgomery and Walnut Creek BART stations
 - By mail, enclose SASE, check & mail to BART, 800 Madison Av., Oakland, CA 94607 Attn: Pass Office
 - Online, go to www.bart.gov
 - Berkeley TRiP, 2033 Center St., Berkeley
 - Local Albertsons, Longs Drugs and Safeways
- Call above number or go to www.transitinfo.org for more retail locations

Printed materials

- Schedules and maps available at all stations
- Materials available in English, Chinese and Spanish
- Go to www.transitinfo.org for schedules that can be printed

Bike access

- Allowed on specific lines and at specific times
- See *All About BART* brochure or go to www.transitinfo.org for more information

Wheelchair access

- Accessible elevators allow for access to platforms at all stations
- Prior to travel call 888-2-ELEVAT to verify if elevators on your line are working

Connecting Services to/from BART

(public transit, paratransit and shuttles)

www.transitinfo.org

Public transit is always open to the public. Operation hours and fare information can be found in the "Bus Services" section of the guide.

Paratransit is open to qualified ADA disabled persons only. Fare information can be found in the "Paratransit Services" section of the guide.

Shuttles are open and/or free to the public, except where noted.

16th Street

Muni 415-673-MUNI

- Bus routes: 14, 22, 49, 53

UCSF Shuttle 415-476-1511

- Open to UCSF staff and students only
- Serves UCSF's Mission Center Building
- Operation hours: Mon – Fri, peak hours, every 20 minutes

24th Street

Muni 415-673-MUNI

- Bus routes: 14, 48, 49, 67

San Francisco General Hospital Shuttle 415-476-1511

- Open to SFGH staff and students only
- Operation hours: Mon – Fri, peak hours, every 20 minutes

Balboa Park

Muni 415-673-MUNI

- Bus routes: J, K, M, 15, 26, 29, 36, 43, 54, 88

Brisbane-Crocker Park Industrial Park Area Shuttle 650-994-7924

- Serves the Brisbane-Crocker Park Area office buildings from the Balboa Park BART station and Bayshore Caltrain station
- Operation hours: Mon – Fri, peak hours, every 30 minutes

Sierra Point Park Shuttle 650-994-7924

- Serves the Sierra Point Area office buildings from the Balboa BART station
- Operation hours: Mon – Fri, peak hours, every 30 minutes

Civic Center

Muni 415-673-MUNI

- Bus routes: F, J, K, L, M, N, 5, 6, 7, 9, 19, 21, 66, 71

Embarcadero

Muni 415-673-MUNI

- Bus routes: F, J, K, L, M, N, 1, 2, 6, 7, 9, 21, 31, 41, 42, 66, 71, California Cable Car

Connecting Services to/from BART (continued)

Glen Park

Muni 415-673-MUNI

- Bus routes: J, 23, 26, 44, 52

Gateway Area Shuttle 650-225-5000

- Serves the Gateway area office buildings from the Glen Park BART station
- Operation hours: Mon. – Fri., peak hours, every 20 minutes

Oyster Point Area BART Shuttle 650-994-7929

- Serves the Oyster Point area office buildings from the Glen Park BART station
- Operation hours: Mon. – Fri., peak hours, every 20 minutes

Utah – Grand BART Shuttle 650-994-7924

- Serves the Utah – Grand area office buildings from the Glen Park BART station
- Operation hours: Mon. – Fri., peak hours, every 15 minutes

Montgomery

Muni 415-673-MUNI

- Bus routes: F, J, K, L, M, N, 2, 3, 4, 5, 6, 7, 9, 15, 21, 30, 31, 38 LTD/LOC, 45, 66, 71

Powell Street

Muni 415-673-MUNI

- Bus routes: F, J, K, L, M, N – Mason & Hyde Cable Cars, 5, 6, 7, 9, 9X, 21, 27, 30, 31, 45, 66, 71

Caltrain

(800) 660-4287 • www.transitinfo.org

Service area

- Provides commuter rail service between San Francisco, San Mateo, and Santa Clara counties
- San Francisco Caltrain stations:
 - San Francisco Station – 4th & King streets
 - 22nd Street Station – 22nd St. & Pennsylvania Ave.
 - Paul Avenue Station – Paul Ave. & Gould St.
 - Bayshore Station – Tunnel Ave. near Visitation Ave.
- Transit connections to ACE Commuter Express, BART, Dumbarton Express, Greyhound, Highway 17 Express, Muni, SamTrans, San Benito County Transit, Santa Clara VTA, SMART

Hours of operation

- Monday – Friday: 4:33 am – 11:59 pm
- Saturday – Sunday: 5:53 am – 10:30 pm

Operator assistance

- Monday – Friday: 6 am – 10 pm
- Saturday – Sunday: 8 am – 8 pm
- English and Spanish assistance available

Fares

- Based on how many zones traveled through to reach destination
- Nine fare zones
- Adult: one-way \$1.25 – \$6.75
- Adult multiple-ride tickets: 10 rides \$11.25 – \$56.75
- Adult monthly pass: \$35.50 – \$177.25
- Tickets by mail receive discounts: from \$34.75 to \$173.75
- Children (4 and under): free
- Children, youth, seniors and disabled persons receive discounts; call above number for more information

Transfers

- *BART* no transfer arrangement
- *Muni* Monthly and Discount Monthly pass holders can purchase a Peninsula Pass (\$30) for unlimited rides on all Muni buses
- *SamTrans* Monthly Ticket (two zones) is good as \$1.10 local credit on all SamTrans buses
- *Peninsula Pass* Monthly and Discount Monthly pass holders can purchase a Peninsula Pass with their ticket for an additional \$30 for unlimited rides on all Muni, Samtrans, Santa Clara VTA buses and light rail and local fare credit or partial transbay fare credit (with transbay upgrade) on the Dumbarton Express

Tickets

- Purchase at the station, ticket vending machines, aboard the train (on-board fee charged for tickets purchased aboard train)
- Ticket-By-Mail Program automatically mails monthly ticket or 10-Ride pass to you each month
- Call 650-508-7921 for more information, applications and order forms

Caltrain (continued)

Printed materials

- Printed timetables available on board trains, at staffed stations and at Headquarters in San Carlos
- By mail, call 800-660-4287; TDD only call 650-508-6448
- Materials available in English and Spanish
- Go to www.transitinfo.org for schedules that can be printed

Bike access

- Allowed on train or leave bike in one of the bicycle lockers
- Bikes allowed in northern-most car, designated by yellow decal

Wheelchair access

- Most stations are wheelchair accessible, call 800-660-4287 for specific info
- Wheelchair users board the second car from the north, designated by blue accessibility symbol

San Francisco Paratransit Services

Paratransit services are curb-to-curb public transportation that is available to individuals whose disabilities prevent the use of accessible fixed-route buses and trains.

East Bay Paratransit

(510) 287-5040 • TDD (510) 287-5065

- | | |
|----------------------------|--|
| Service area | <ul style="list-style-type: none">• Provides ADA paratransit service within and between cities in west Alameda County and Contra Costa County - same cities served by AC Transit (from Richmond/El Sobrante in the north to Fremont in the south)• Also serves San Francisco for trips to and from the East Bay• Coordinates with LINK (Contra Costa County), Whistlestop Wheels (Marin County) and VTA/Outreach (Santa Clara County) for intercounty paratransit travel |
| Hours of operation | <ul style="list-style-type: none">• Monday – Friday: 4:30 am – 1:30 am• Saturday: 6 am – 1 am• Sunday: 8 am – 1:30 am |
| Operator assistance | <ul style="list-style-type: none">• Monday – Sunday: 7 am – 7 pm (for reservations, otherwise operator is available same as hours of operation above)• English, Spanish and Cantonese assistance available |
| Reservations | <ul style="list-style-type: none">• Reservations can be made one to seven days in advance• Call before 5 pm for next day service |
| Eligibility | <ul style="list-style-type: none">• People with disabilities who are certified as ADA eligible• Call 510-287-5000 for information on getting certified |
| Fares | <ul style="list-style-type: none">• 0 to 8 miles: \$2.25• 8 to 24 miles: \$4.50• More than 24 miles: \$6.75 |

Redi-Wheels

(650) 508-6241 • TDD (650) 508-6448

- | | |
|----------------------------|--|
| Service area | <ul style="list-style-type: none">• Provides paratransit service for residents in northern, central and southern San Mateo County• Also provides trips to and from San Francisco<ul style="list-style-type: none">- Area limited to downtown, the Bayshore corridor and Stonestown area- For other destinations in SF, Redi-Wheels will connect with the SF Paratransit Broker |
| Hours of operation | <ul style="list-style-type: none">• Monday – Sunday: 24 hours |
| Operator assistance | <ul style="list-style-type: none">• Monday – Sunday: 8:30 am – 5 pm• English and limited Spanish assistance available |
| Reservations | <ul style="list-style-type: none">• Reservations must be made 1 to 7 days in advance |

Redi-Wheels (continued)

- | | |
|--------------------|---|
| Eligibility | <ul style="list-style-type: none">• People with disabilities who are certified as ADA eligible• Call 650-508-6241 for information on getting certified |
| Fares | <ul style="list-style-type: none">• \$1.50 one-way• Riders may purchase a book of 10 ride tickets (\$15) through the mail |

SF Paratransit Broker

(415) 351-7000 • TDD (415) 351-3942

- | | |
|----------------------------|--|
| Service area | <ul style="list-style-type: none">• Provides on-call taxi service, on-call ramp taxi service (wheelchair accessible) and pre-scheduled lift van service in San Francisco |
| Hours of operation | <ul style="list-style-type: none">• Monday – Sunday: 24 hours a day |
| Operator assistance | <ul style="list-style-type: none">• Monday – Friday: 8:45 am – 4:45 pm• Leave message on machine during non-business hours• English and limited Spanish assistance available |
| Reservations | <ul style="list-style-type: none">• Reservations must be made in advance |
| Eligibility | <ul style="list-style-type: none">• People with disabilities who are certified as ADA eligible• Call 415-351-7000 for information on getting certified |
| Fares | <ul style="list-style-type: none">• Taxi service: cost of trip is 10% of the meter rate, paid for with prepaid taxi scrip• Lift van service: \$.40 per trip or \$8 for a monthly pass, paid with prepaid tickets or FastPass• ADA access van service: \$1.65 one way• ADA eligible riders can purchase tickets at SF Paratransit Broker office at 1449 Webster St., SF 94115 in person or by mail |

Whistlestop Wheels

(800) 454-0964 • TDD (800) 735-2929

- | | |
|----------------------------|---|
| Service area | <ul style="list-style-type: none">• Provides intercounty (across county lines) paratransit service between Contra Costa, Marin, Sonoma and San Francisco counties• Also provides Marin County with local paratransit service |
| Hours of operation | <ul style="list-style-type: none">• Monday – Sunday: 5 am – midnight• If travel needs exceed these core service hours, call Whistlestop• Some time limitations exist for City of Sonoma, West Marin and Richmond/El Cerrito, call above number for more information |
| Operator assistance | <ul style="list-style-type: none">• Monday – Sunday: 8 am – 5 pm |
| Reservations | <ul style="list-style-type: none">• Reservations must be made in advance |

Whistlestop Wheels (continued)

Eligibility

- People with disabilities, must be certified for eligibility
- Call 800-454-0964 for information on getting certified

Fares

- Based on how many zones traveled through to reach destination
- 10 fare zones
- Contra Costa, Marin and Sonoma counties zones to San Francisco: \$4.35 - \$10.15

San Francisco Ferry Services

Alameda/Oakland Ferry

(510) 522-3300 • www.transitinfo.org

Service area

- Provides ferry service between Alameda, Oakland and San Francisco
- Also provides seasonal service to Angel Island and to Pacific Bell Park for Giants' games
- Terminal locations:
 - Alameda: 2290 Main St.
 - Angel Island State Park
 - Oakland: Clay Street (Jack London Square)
 - Pacific Bell Park: China Basin
 - San Francisco: Ferry Building South Terminal (at the foot of Market St.)
 - San Francisco: Pier 39 - Fisherman's Wharf
- Transit connections with AC Transit and Muni

Hours of operation

- Monday – Friday: 6 am – 9:25 pm
- Saturday and Sunday: seasonal service, call for schedule

Operator assistance

- Monday – Friday: 8 am – 5 pm
- No weekend operator assistance available
- Recorded schedule information in English 24 hours a day, call above number

Fares

- East Bay to/from San Francisco:
- Adult/youth (13+): one-way \$5; round-trip \$10
- Child (under 5): free, two free per fare-paying adult (beyond two children, child (5 – 12) fare applies)
- Child (5 – 12): one-way \$2.25; round-trip \$4.50
- Disabled/senior (65+): one-way \$3; round-trip \$6
- Ticket books: 10 rides \$40; 20 rides \$70; 40 rides \$130 (40 ride ticket books only valid within month purchased)
- Short Hop (one-way trip between Alameda and Oakland): \$1

Transfers

- *AC Transit* accepts Alameda/Oakland Ferry transfers (free)- every ferry ticket comes with an attached AC Transit transfer for buses to and from Jack London Square or Alameda Main Street Terminal; Alameda/Oakland Ferry does not accept AC Transit transfers**
- *Muni* accepts Alameda/Oakland Ferry transfers (FREE) - on Muni from ferry: get a validated Muni transfer from personnel on board ferry; on Muni to ferry: show validated Muni transfer with ferry ticket attached; Alameda/Oakland Ferry does not accept Muni transfers**

Alameda/Oakland Ferry (continued)

- *San Francisco Cable Cars* same procedure as Muni but an additional charge of \$1 is required

- Call above number for more information

**Alameda/Oakland Ferry tickets in the 10-, 20- and 40- ticket books include both AC Transit and Muni transfers attached to each ticket

Tickets

- Tickets and ticket books can be purchased on board the ferry or from transit ticket vending machines located at:
 - Alameda/Oakland Ferry Terminal: 2290 Main St.
 - Alameda City Hall: 2263 Santa Clara Av., 1st floor
- By phone, call 415-705-5555

Printed materials

- Schedules available on all ferries and at ferry terminals
- Materials available in English only
- Go to www.transitinfo.org for schedules that can be printed

Bike access

- Bikes allowed on all ferries

Wheelchair access

- Ramps allow for wheelchair access (main deck only)

Miscellaneous

- Free parking available at Alameda and Oakland terminals:
 - Alameda – free parking adjacent to ferry terminal
 - Oakland – free parking available in parking garage at the corner of Washington and Embarcadero (on board validation required)

Alameda Harbor Bay Ferry (510) 769-5500 • www.transitinfo.org

- Service area**
- Provides ferry service between Harbor Bay Business and Research Park on Bay Farm Island (Alameda) and San Francisco
 - Terminal locations:
 - Alameda: base of Harbor Bay Pkwy. on Bay Farm Island
 - San Francisco: Ferry Building at the foot of Market St.
 - Transit connections with AC Transit and Muni
- Hours of operation**
- Monday – Friday: 6:30 am – 8 pm
 - No weekend service available
- Operator assistance**
- Monday – Friday: 6 am – 5 pm
 - No weekend operator assistance available
 - Recorded schedule information in English 24 hours a day is available at the above number
- Fares**
- Adult/youth (13+): one-way \$5; round-trip \$10
 - Child (under 5): free, two free per fare-paying adult (beyond two children, child (5 – 12) fare applies)
 - Child (5 – 12): one way \$2.25; round-trip \$4.50
 - Disabled/senior (62+): one-way \$3; round-trip \$6
 - Ticket books: 10 rides \$40; 20 rides \$70
 - All persons monthly pass: \$130
- Transfers**
- *AC Transit* accepts Harbor Bay Ferry transfers (free) - the two-part ferry ticket includes a transfer stub for buses to and from the Alameda Harbor Bay Ferry Terminal; Alameda Harbor Bay Ferry does not accept AC Transit transfers
 - *MUNI* accepts Alameda Harbor Bay Ferry transfers (free) - get Muni transfers from personnel on board ship; Alameda Harbor Bay Ferry does not accept Muni transfers
- Tickets**
- Tickets, ticket books and monthly passes can be purchased on board the ferry or from transit ticket vending machines at:
 - Alameda Harbor Bay Ferry Terminal: base of Harbor Bay Pkwy. on Bay Farm Island
 - Alameda City Hall: 2263 Santa Clara Av., 1st floor
- Printed materials**
- Schedules available on all ferries
 - Materials available in English only
 - Go to www.transitinfo.org for schedules that can be printed
- Bike access**
- Bikes allowed on all ferries
- Wheelchair access**
- Ramps allow for wheelchair access (main deck only)
- Miscellaneous**
- Free parking available at the Alameda terminal

Golden Gate Ferry

(415) 455-2000 • www.transitinfo.org

- Service area**
- Provides ferry service between Marin and San Francisco
 - Also provides service to Pacific Bell Park
 - Terminal locations:
 - Larkspur: 101 East Sir Francis Drake Blvd.
 - Sausalito: downtown at Park & El Portal Street
 - San Francisco: on The Embarcadero at the foot of Market St., behind the SF Ferry Building
 - Provides transit transfer options with AC Transit, Golden Gate Transit, Muni, Petaluma Transit, Santa Rosa CityBus, Sonoma County Transit and Vallejo Transit
- Hours of operation**
- Monday – Friday:
 - Larkspur ferry 6:00 am – 9:10 pm
 - Sausalito ferry 7:05 am – 8 pm
 - Saturday – Sunday
 - Larkspur ferry 9:40 am – 6:40 pm
 - Sausalito ferry 10:50 am – 6:55 pm
- Operator assistance**
- Daily: 7 am – 8 pm
 - English and limited Spanish assistance available
- Fares**
- Adult: Larkspur weekday one-way \$3.10, weekend \$5.30
Sausalito everyday one-way \$5.30
 - Child (under 6): free, limit two children per fare-paying adult (beyond two children, youth fare applies)
 - Youth (6 – 12): 25% discount
 - Disabled/senior: 50% discount
 - Ride Value Discount Tickets Program available: 20% discount
- Transfers**
- Free within Golden Gate Ferry system, some restrictions apply
 - *BART* no transfer arrangement
 - *Muni* Golden Gate Ferry riders receive free Muni transfers to and from the SF Ferry Building
- Tickets**
- Individual rides can be paid for aboard the ferry
 - Ride Value Discount Ticket books can be purchased at various locations, call above number for details
- Printed materials**
- Time tables, maps available on all ferries
 - Call above number to get free maps
 - Materials available in English only
 - Go to www.transitinfo.org for schedules that can be printed
- Bike access**
- Up to 25 bicycles are allowed aboard on a first-come, first-served basis on the Sausalito and three of the Larkspur vessels
 - Up to 15 bicycles on the Larkspur catamaran
- Wheelchair access**
- Ramps allow for wheelchair access
- Miscellaneous**
- Free parking at Larkspur terminal
 - Paid parking at Sausalito terminal (independently run)

Vallejo Baylink Ferry

(707) 643-3779 • www.transitinfo.org

- Service area**
- Provides ferry service between Vallejo and San Francisco
 - Also provides seasonal service to Angel Island
 - Terminal locations:
 - Vallejo: 495 Mare Island Way
 - Angel Island
 - San Francisco: Ferry Building at the foot of Market St.
 - San Francisco: Pier 41 – Fisherman’s Wharf
- Hours of operation**
- Monday – Friday: 6 am – 7:30 pm
 - Saturday – Sunday: 8 am – 7:30 pm
- Operator assistance**
- 7:30 am – 5:30 pm, everyday
 - English assistance available only
 - Call 707-64-FERRY for 24-hour recorded information (English only)
- Fares**
- Adults: one-way \$9; day pass - \$14
 - Child (under 5): free
 - Child (6 – 12): \$4.50
 - Disabled/seniors: \$4.50
 - All persons 10 ride ticket: \$72
 - All persons monthly pass: \$200
- Transfers**
- N/A
- Tickets**
- Individual ride tickets available on the ferry (day passes not available for purchase on boat)
 - Day passes and multiple ticket books can be purchased at:
 - Vallejo Bay link Ferry Terminal
 - Vallejo Safeway and Longs Drugs stores
 - SF Blue & Gold Fleet at Pier 41
 - By mail, Vallejo Transit 1850 Broadway, Vallejo, 94589
 - Go to www.transitinfo.org for more retail locations
- Printed materials**
- Printed schedules available on board
 - Materials available in English only
 - Go to www.transitinfo.org for schedules that can be printed
- Bike access**
- Up to 25 bicycles are allowed aboard on a first-come, first-served basis
- Wheelchair access**
- Ramps allow for wheelchair access (main deck only)

Long-distance Services

Amtrak

(800) 872-7245 • www.transitinfo.org

Service area

- Provides medium- and long-distance rail service and feeder bus routes in Alameda, Contra Costa, Napa, San Francisco, Santa Clara, Santa Cruz, Solano, Sonoma and Yolo counties along with service throughout California
- Operates bus service between San Francisco's Transbay Terminal and the Emeryville and Oakland stations:
 - SF Transbay Terminal (staffed station): 425 Mission St.
 - Emeryville (staffed station): 5885 Landregan St.
 - Oakland (staffed station): 245 Second St.
- Transit connections to nearly every transit provider in the Bay Area

Hours of operation

- Varies for different routes

Operator assistance

- Call 800-USA-RAIL (800-872-7245) for operator assistance in English or Spanish
- Recorded schedule information available 24 hours a day

Fares

- Based on distance traveled

Tickets

- Purchase onboard the train or at staffed stations
- Phone, call 800-USA-RAIL
- Online, go to www.amtrak.com

Greyhound

(800) 231-2222 • www.greyhound.com

Service area

- Provides medium- and long-distance bus service in Alameda, Contra Costa, Napa, San Francisco, Santa Clara, Santa Cruz, Solano and Sonoma counties along with service throughout California
- Terminal and bus stop in San Francisco:
 - SF Transbay Terminal (staffed): 425 Mission
 - San Francisco International Airport (bus stop)

Hours of operation

- Varies for different routes

Operator assistance

- Call 800-231-2222 for 24 hours a day English assistance
- Call 800-531-5332 for 24 hours a day Spanish assistance

Fares

- Based on distance traveled

Tickets

- Purchase at terminals
- Phone, call 800-229-9424
- Online, go to www.greyhound.com (Ameripass only)

Non-transit Transportation Services

Automobile Transportation Services

Department of Motor Vehicles (DMV)

Driver's licenses and automobile insurance are required for every person operating a motor vehicle. All automobiles must be registered with the DMV. The DMV also has helpful information on buying a car.

In San Francisco there is one DMV location:

1377 Fell Street

- **Contact all DMV offices at 800-777-0133 or go to www.dmv.ca.gov** for information on driver's licenses, purchasing and operating a car and other topics. TDD 800-368-4327.

Buying a Car

- **Call the California Dept. of Consumer Affairs at 800-952-5210** for their booklet on buying a used car.
- **Go to www.carbuyingtips.com*** for information on buying new and used cars.
- **Go to www.smogcheck.ca.gov** for information on buying new and used cars, automotive repair and other related topics.
- **Go to a local library or bookstore** and ask for assistance in finding related materials.

Driving Directions

- **Call your employer** for directions to your worksite.
- **Go to www.mapquest.com*** or **<http://maps.yahoo.com>*** for directions to any location.

Insurance

- **Consult your Yellow Pages** under "Insurance" for a listing of insurance providers in your area.
- **Go to www.insweb.com*** for insurance quotes from a variety of insurers.

Smog Check

- **Call the DMV at 800-777-0133 or go to www.dmv.ca.gov** for smog check information.
- **Go to www.smogcheck.ca.gov** for smog check information.

** RIDES for Bay Area Commuters, Inc. (RIDES) provides these Web site addresses as an informational resource only. RIDES does not certify or guarantee the information or quotes provided at these Web sites. Guide users are advised to screen Web site information or quotes to their personal satisfaction.*

Carpool and Vanpool Services

Carpools and Vanpools

RIDES for Bay Area Commuters provides free assistance to commuters who would like to carpool or vanpool by matching them with others who live and work near them.

RIDES will send a commuter a matchlist that confidentially lists names, phone numbers and home/work neighborhoods of other commuters with whom they can carpool or vanpool. Carpooling works best for shorter commutes, while vanpools typically travel at least 40 miles round-trip.

Carpool to BART Parking Permit

RIDES also provides parking permits for people who carpool to BART stations. These permits allow each carpool to park in prime locations near the BART entrance gates. Each carpool partner needs to be issued a permit.

- **Call RIDES for Bay Area Commuters at 800-755-POOL** for carpool and vanpool assistance in English or Spanish. Assistance is available Monday – Friday 8 am – 5 pm or **go to www.rides.org** to fill out a simple form to request carpool/vanpool referrals (called a “matchlist”).

Casual Carpools

Casual carpooling is an East Bay phenomenon in which solo drivers heading for San Francisco pick up two passengers at one of more than a dozen designated pick-up spots.

Commuters who want a ride line up at designated pick-up spots and are picked up in order. The pick-up spots are not sanctioned by any city or agency and are subject to change. Drivers participate because they can take advantage of the free toll and HOV (diamond) lane approach to the Bay Bridge.

- **Call RIDES for Bay Area Commuters at 800-755-POOL** for casual carpool assistance including current pick-up spots in English or Spanish. Assistance is available Monday – Friday 8 am – 5 pm.
- **Go to the Environmental Defense Fund’s Web site at www.edf.org/carpools** for a list of the current pick-up spots in the East Bay.

Park & Ride Lots

Park & Ride lots make carpooling, vanpooling and catching a bus easier by providing free, convenient pick-up and drop-off areas near major traffic corridors.

Park & Ride lots belong to Caltrans, churches, community centers, supermarkets and other organizations.

Currently, there are no Caltrans sanctioned Park & Ride lots in San Francisco.

- **Call RIDES for Bay Area Commuters at 800-755-POOL** for Park & Ride lot assistance in English or Spanish. Assistance is available Monday – Friday 8 am – 5 pm or **go to www.rides.org**. Ask for a copy of the *Lots & Lanes* brochure, which lists all of the HOV lanes and Park & Ride lots in the Bay Area.

High Occupancy Vehicle Lanes (Diamond Lanes)

High Occupancy Vehicle (HOV) lanes are also commonly called commuter lanes, carpool lanes, diamond lanes and express lanes. These lanes allow cars, buses, trucks and vans with at least two occupants (in some cases, at least three occupants are needed) to travel more quickly during designated peak-commute hours. Motorcycles and most compressed natural gas and electric-powered vehicles with or without passengers are also allowed to use the HOV lanes. During non-commute hours, the lanes revert to general traffic use.

San Francisco has one HOV lane:

I-80: East on-ramp to the Bay Bridge

(Vehicles must have at least three persons)

EASTBOUND: Sterling Street off Bryant Street between Beal and 2nd Street.

- Designated hours are Monday through Friday 3:30 pm – 7 pm

- **Call RIDES for Bay Area Commuters at 800-755-POOL** for HOV assistance in English or Spanish. Assistance is available Monday – Friday 8 am – 5 pm or **go to www.rides.org**. Ask for a copy of the *Lots & Lanes* brochure, which lists all of the HOV lanes and Park & Ride lots in the Bay Area.

Bicycle Commuting Services

RIDES for Bay Area Commuters

RIDES provides free general assistance to commuters who would like to bicycle to work with the Bike Buddy matchlist (which matches experienced bicyclists with new bicyclists), *Getting Started Biking* brochure and the *Bicycle Resource Guide*.

- **Call RIDES for Bay Area Commuters at 800-755-POOL** for Bike Buddy matchlist assistance in English or Spanish or to request a copy of *Getting Started Biking*. Assistance is available Monday – Friday 8 am – 5 pm. **Go to www.rides.org** for the *Bicycle Resource Guide*.

San Francisco Bicycle Program

San Francisco Department of Parking and Traffic operates the San Francisco Bicycle Program which offers information and assistance to bicycle commuters who live or work in San Francisco. Call the hotline for their menu of services.

- **Call the San Francisco Bicycle Program Hotline at 415-585-BIKE(2453).**

Bicycle Maps

There are a couple of maps for San Francisco bike lanes and paths.

- **Call the San Francisco Bicycle Program Hotline at 415-585-BIKE(2453)** to request a free copy of *San Francisco Route and Street Grade Map*.
- **Call the San Francisco Bicycle Coalition at 415-431-BIKE** to obtain the *San Francisco Bike Map and Walking Guide*.

Bicycle Parking/Bicycles on Bridges

BART and Caltrain provide bike parking at most of their stations. San Francisco Department of Parking and Traffic provides bike parking at city-owned parking garages and other facilities. Capacity and availability of parking varies.

TravInfo® and the San Francisco Bay Area Information Web site have information about crossing Bay Area bridges with a bicycle.

- **Call BART at 510-464-7133** for availability of bike lockers and to request a parking application. **Or go to www.bart.gov** and download an application.

- _ **Call Caltrain at 650-508-6350** for availability of bike parking and to request a parking application. **Go to www.caltrain.com** for other bicycle information.
- _ **Call the San Francisco Department of Parking and Traffic Bicycle Program Hotline 415-585-BIKE** for the garage locations, information and permits.

Bicycle Commuting Services (continued)

- _ **Go to www.transitinfo.org** for information about crossing Bay Area bridges with a bicycle.

Bicycles on Transit

Bikes are allowed on most transit routes in San Francisco. Bikes are usually allowed on board the bus or racks are provided on the front of the bus.

- _ **Check this guide's transit section** for bike access information.
- _ **Call your transit operator** for more specific rules, storage, route and schedule information.

Children's Transportation Services

Child Care Centers and Family Daycare with Transportation Services

The Children's Council of San Francisco can provide information on child care centers and family daycare that provide transportation services.

- **Call the Children's Council of San Francisco at 415-243-0700** for referrals in English or Spanish. Assistance is available Monday – Thursday from 9 am – 4 pm and Friday 9 am – noon or **go to www.childrencouncil.org** for other information.

Children's Transportation

Currently, there are no companies that transport children for a fee within San Francisco.

- **Consult your Yellow Pages under "Buses - School Transportation"** for the latest information.

Taxi Services

San Francisco has many taxi companies serving various parts of the city. Taxi services in San Francisco charge \$2.50 for the initial flag drop and then \$1.75 – \$2.40 per mile, plus a set amount for every minute of waiting, generally around \$.40.

- Consult your Yellow Pages under “Taxicabs” for the latest information.

Airport Transportation Services

A variety of public transit and private shuttle services provide transportation to the Oakland International Airport, San Francisco International Airport and San Jose International Airport from San Francisco.

- Call the Oakland International Airport at 888-I-FLY-OAK or go to www.oaklandairport.com for information about transportation options. Phone assistance is available in English and Spanish.
- Call the San Francisco International Airport at 800-SFO-2008 or go to www.sfoairport.com for information about transportation options. Phone assistance is available in English and Spanish.
- Call the San Jose International Airport at 408-277-4759 or go to www.sjc.org for information about transportation options. Recorded phone assistance in English only.

Subsidy and Incentive Programs

Commuter Check-

Commuter Checks- are vouchers that can be applied to the purchase of tickets and passes on most Bay Area transit systems and vanpools. Employers purchase the vouchers in denominations of \$20, \$30, \$35 or \$45 and either give them to their employees as a tax-free benefit or allow employees to purchase them through pre-tax payroll deductions. This second option allows both employees and employers to realize tax savings.

- _ **Call Commuter Check- at 800-559-7909** to find out more about Commuter Check- and to request an information packet to give to your employer. Assistance is available Monday through Friday from 8 am – 5 pm in English or Spanish.

Regional Transit Discount Card

The Regional Transit Discount Card provides substantially reduced fares on Bay Area bus, rail and ferry systems to qualified persons with disabilities and seniors 65 and older.

- _ **Call your local transit agency or paratransit service** to obtain an application.
- _ **Go to www.transitinfo.org** for more information on the Regional Transit Discount Card.

Key Destinations Guide for Welfare to Work Locations

How to get to San Francisco Human Services offices, one-stop career centers, community colleges and other related sites on public transit.

All transportation is open to the public. Not all listed bus routes drop passengers directly in front of destinations. Some bus stops can be as far as two to four blocks away, but these routes may offer more direct travel. Please call the appropriate bus service for assistance with choosing the best bus route.

Contact number for bus services:

Muni: (415) 673-MUNI

Service Provider	Address and Phone number (all phone numbers have (415) area code unless otherwise noted)	Routes serving this location
Department of Human Services	www.ci.sf.ca.us/dhs	
Main Office	170 Otis St., 94103; 557-5000	Muni – 6, 7, 9, 14, 26, 42, 47, 49, 71, F
Training and Employment Centers		
Mission Career Center	3120 Mission St., 94103; 557-5000	Muni – 12, 14, 26, 27, 49, 67
Southeast Career Center	1800 Oakdale Ave., 94124 557-5000	Muni – 15, 23, 24, 44, 54
Northeast Outstation	1428 Bush St., 94103; 557-5000	Muni – 2, 3, 4, 42, 47, 49
PAES	1235 Mission St., 94103 557-5000	Muni – 6, 7, 9, 14, 42, 47, 49, 71, F, Metro
Express to Success	50 Van Ness Ave., 94103 557-5000	Muni – 6, 7, 9, 14, 42, 47, 49, 71, F
PAES Express to Success Center	1570 Mission St., 94103 557-5000	Muni – 6, 7, 9, 14, 26, 42, 47, 49, 71, F, Metro
Community-based Organizations		
Arriba Juntos	1850 Mission St., 94103; 863-9307 www.arribajuntos.org	Muni – 14, 22, 26, 33, 49, 53
Asian Neighborhood Design	1232 Connecticut St., 94107 648-7070; www.andnet.org	Muni – 19, 48, 53
Bay Area Legal Aid	225 Bush St., 7 th fl., 94102 982-1300; www.baylegal.org	Muni – 12, 15, 42, Metro, Market Street Lines
Catholic Charities REAP	833 Market St., #316, 94103 543-5669; www.ccasf.org	Muni – 5, 6, 7, 9, 9X, 21, 30, 31, 45, 71, F, Metro
Chinese Newcomer Service Center	777 Stockton St., #104, 94103 421-2111	Muni – 1, 9X, 30, 45
Charity Cultural Services Center	827 Stockton St., 94108; 989-8224	Muni – 1, 9X, 30, 45
Community Defense, Inc. – Poor Magazine	255 Ninth St., 94103; 863-6306 www.poormagazine.com	Muni – 9, 12, 14, 19, 26, 42

Community Vocational Enterprises | 450 Sansome St., 94111; 554-0424 | Muni – 1, 12, 15, 41, 42

Service Provider	Address and Phone number (all phone numbers have (415) area code unless otherwise noted)	Routes serving this location
Florence Crittenton Services	840 Broderick St., 94115; 567-2357	Muni – 5, 24, 31
Glide’s Training & Employment Services	330 Ellis St., 6 th Fl., 94102 441-5627	Muni – 27, 38
Goodwill Industries, Inc.	1500 Mission St., 94103; 575-2100 www.sfgoodwill.org	Muni – 4, 6, 7, 9, 14, 26, 42, 47, 71, F, Metro
Haight Ashbury Food Program	1525 Waller St., 94117; 566-0366	Muni – 6, 7, 33, 37, 43
Jewish Vocational Service	77 Geary St., #401, 94108 391-3600	Muni – 5, 6, 7, 9, 9X, 15, 21, 30, 31, 38, 38L, 45, 71, F, Metro
Juma Ventures	116 New Montgomery St., #600, 94105; 247-6580 www.jumaventures.com	Muni – 5, 6, 7, 9, 9X, 14, 15, 21, 30, 31, 38, 38L, 45, 71, F, Metro
Korean Center, Inc.	1362 Post St., 94109; 441-1881 kci.koreannet.org	Muni – 2, 3, 4, 38, 42, 47, 49
Mission Language & Vocational School	2929 – 19 th St., 94110; 648-5220	Muni – 9, 27, 33
Northern California Service League	28 Boardman Pl., 94103; 863-2323 www.jps.net/ncsl/	Muni – 9X, 27, 42
S.F. League of Urban Gardeners (SLUG)	2088 Oakdale Ave., 94124 285-7584; www.slug.sf.org	Muni – 9, 23, 24
SF Vocational Services	814 Mission, #600, 94103 512-9500	Muni – 5, 6, 7, 9, 9X, 14, 21, 30, 31, 45, 71, F, Metro
SFWORKS	465 California St., Ste. 950, 94104 217-5181; www.sfworks.org	Muni – 1, 9X, 12, 15, 41, 42, California Street Cable Cars
Self-Help for the Elderly	407 Sansome St., Basement, 94111; 982-9171 www.selfhelpfortheelderly.com	Muni – 1, 12, 15, 41, 42
The Family School	548 Fillmore St., 94117; 554-0425 www.thefamilyschool.org	Muni – 6, 7, 21, 22, 71
Toolworks, Inc.	1119 Market St., #300, 94103 www.toolworks.org	Muni – 5, 6, 7, 9, 19, 21, 71, F, Metro
Volunteer Legal Services	465 California St., 94104; 982-1600	Muni – 1, 9X, 12, 15, 41, 42
Walden House, Inc.	1855 Mission St., 3 rd Fl., 94103 241-7375; www.waldenhouse.org	Muni – 14, 22, 26, 33, 49, 53
Women in Community Service	11 Tillman St., 5 th Fl., 94108	Muni – 2, 3, 4, 9X, 15, 30, 45
Young Community Developers	1715 Yosemite Ave., 94124 822-3491	Muni – 15, 54